

ORIGINAL

Docket No. T-02428A-03-08



0000068708

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

RECEIVED

Investigator: Janie Woller

Phone: (602) 542-0821

Fax: (602) 542-2129

2003 NOV 28 P 3: 23

Priority: Respond Within Five Days

Opinion No. 2003 - 30554

Date: 11/17/2003

Complaint Description: 08A Rate Case Items - Opposed/In Favor

First:

Last:

Complaint By: Michael

Brookmeyer

Account Name: Broadway Hogies

Home (000) 000-0000

Street: xxx

Work: (602) 470-1211

City: not a real add

CBR: Arizona Corporation Commission

State: AZ **Zip:** 00001

is:

DOCKETED

Utility Company: AT&T Communications of the Mountain St

NOV 28 2003

Division: Telephone

Contact Name: x

Contact Phone: x

DOCKETED BY

CA

Nature of Complaint:

Mr. Brookmeyer called regarding the letter he received from AT&T regarding a proposal they are making to the Commission to implement a monthly fee for the "hunt" feature that was free. Mr. Brookmeyer is against an increase.

Utilities' Response:

Investigator's Comments and Disposition:

11/17/03 p.m. Called Marta Kalleberg and she thinks she has seen the proposal, but will get back with Staff. Marta faxed the following: Patrick,

Janie Woller of our Customer Service Section has received a couple calls about a notice that All In One customers received regarding a Hunting feature (proposing a \$4.50 actual rate and a \$13.50 maximum rate). This sounds familiar to me and it may have been the customer notice that you sent me recently to review.

Have you filed this yet with the Commission? I haven't received it. If not, do you know when you might be docketing it?

Thanks,
Marta

11/25/03 Received following e-mail from Marta: I haven't received this tariff yet, but it looks like from the Docket Database, that the Docket No. is T-02428A-03-0847

11/28/03 Gave opinion to Docket Control to place in Docket No. T-02428A-03-0847. Closed.

Date Completed: 11/28/2003

Opinion No. 2003 - 30554

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Janie Woller

Phone: (602) 542-0821

Fax: (602) 542-2129

Priority: Respond Within Five Days

Inquiry No. 2003 - 30542

Date: 11/17/2003

Complaint Description: 09D Rates/Tariffs - Explanation of

First:

Last:

Complaint By: Arnold

Axler

Account Name: Arnold Axler

Home (000) 000-0000

Street: xxx

Work: (602) 233-9800

City: not a real add

CBR:

State: AZ **Zip:** 00001

is:

Utility Company: AT&T Communications of the Mountain St

Division: Telephone

Contact Name: x

Contact Phone: x

Nature of Complaint:

Mr. Axler called regarding the letter he received from AT&T regarding a proposal they are making to the Commission to implement a monthly fee for the "hunt" feature that was free. Mr. Axler is against the charge for the feature and faxed the letter he received.

Utilities' Response:

Investigator's Comments and Disposition:

11/17/03 p.m. Called Marta Kalleberg and she thinks she has seen the proposal, but will get back with Staff. Marta faxed the following: Patrick,

Janie Woller of our Customer Service Section has received a couple calls about a notice that All In One customers received regarding a Hunting feature (proposing a \$4.50 actual rate and a \$13.50 maximum rate). This sounds familiar to me and it may have been the customer notice that you sent me recently to review.

Have you filed this yet with the Commission? I haven't received it. If not, do you know when you might be docketing it?

Thanks,
Marta

11/25/03

I haven't received this tariff yet, but it looks like from the Docket Database, that the Docket No. is T-02428A-03-0847

11/28/03 Gave opinion to Docket Control to place in Docket No. T-02428A-03-0847. Closed.

Date Completed: 11/28/2003